

In the Claims

Please add claims 21-26 as follows:

21. (New) A method of operating a retail terminal, comprising the steps of:

generating a first voice message in a first voice type, the message relating to operation of the retail terminal;

generating an improper-response control signal in response to a user disregarding the first voice message; and

generating a second voice message in a second voice type in response to generation of the improper-response control signal.

22. (New) The method of claim 21, comprising the further step of determining if the user performs an activity with the retail terminal that is indicative of the user disregarding the first voice message.

23. (New) The method of claim 21, wherein at least one of the first voice message and the second voice message instructs the user relative to operation of the retail terminal.

24. (New) A method of operating a retail terminal, comprising the steps of:

generating a first voice message at a first voice inflection level, the message relating to operation of the retail terminal;

generating an improper-response control signal in response to a user disregarding the first voice message; and

generating a second voice message at a second voice inflection level in response to generation of the improper-response control signal.

25. (New) The method of claim 24, comprising the further step of determining if the user performs an activity with the retail terminal that is indicative of the user disregarding the first voice message.

26. (New) The method of claim 24, wherein at least one of the first voice message and the second voice message instructs the user relative to operation of the retail terminal.